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Office of Petitions
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re the application of:

JENSEN, Roy A.

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No.: 4366-10

For: "CALL MANAGEMENT SYSTEM
USING DYNAMIC QUEUE
POSITION"

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

Dear Sir:

) Group Art Unit: 2642

) Examiner: WILLIAM J. DEANE, JR.

) Confirmation No.: 9459

) PETITION UNDER 37 CFR § 1.313
) TO WITHDRAW APPLICATION
) FROM ISSUE

"EXPRESS MAIL" MAILING LABEL NUMBER: EV331292324US
DATE OF DEPOSIT: 1/6/04

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX
1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: *Amy Duarte*

It is respectfully petitioned that the above-identified application be withdrawn from issue under 37 CFR 1.313(c)(2) for consideration of a Request for Continued Examination in compliance with 37 CFR 1.114. Accordingly, a Request for Continued Examination is filed concurrently herewith to permit the USPTO to consider new references provided in the attached Information Disclosure Statement. Because this withdrawal from issue is not the fault of the USPTO, please charge Avaya Inc. Deposit Account No. 50-1602 in the amount of \$130.00, pursuant to Section 1.17(i). Although Applicant believes no other fees are due in connection with the filing of this paper, please credit any overpayment or charge any underpayment to Avaya Inc. Deposit Account No. 50-1602.

Respectfully submitted,

SHERIDAN ROSS P.C.

By: *Douglas W. Swartz*

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Dated: *Jan. 6, 2004*